

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.*****

Training and Experience Evaluation

Health Program Specialist II

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

1. Developing and implementing solutions to problems relating to programs, policies and procedures, and/or business processes to ensure compliance and/or improve efficiency of the health-related system or program.
2. Assist in updating, developing and/or implementing health-related guidelines, protocols, policies and procedures and/or decision support tools.
3. Preparing documents, reports and correspondence regarding health-related programs, services, operations, compliance issues, and/or policies and procedures.
4. Researching, analyzing, and interpreting laws, rules, and regulations to ensure policies are consistent and compliant.
5. Responding to questions and concerns from internal and/or external stakeholders regarding health-related programs.
6. Reviewing documents and/or reports for accuracy and clarity; and evaluating recommendations to determine impact on health-related program operations.
7. Preparing briefing documents, diagrams, graphs, flowcharts, and/or organizational charts to support meetings, discussions, report findings, and/or document project status and timelines.
8. Analyzing problems and issues concerning health-related programs, procedures, business processes, and/or policies.
9. Monitoring and/or evaluating health-related programs to ensure compliance with laws, rules, and regulations.
10. Reviewing, analyzing and/or validating health-related data to ensure data integrity and assess program/system performance.

11. Facilitating multi-disciplinary teams to plan health-related projects, evaluate quality issues, and/or assist in developing and testing interventions/process improvements.
12. Determining health-related operational needs and requirements to recommend effective action in the planning, development, implementation, and/or evaluation of the program model and related activities.
13. Resolving complaints and/or problems concerning health-related program issues.
14. Planning and overseeing implementation of health-related programs and services.
15. Maintaining and/or monitoring data systems.
16. Developing performance measurement and audit tools to determine compliance with mandates, statutes, regulations and guidelines.
17. Providing recommendations for health-related program interventions to improve cost-effectiveness, consumer outcomes and/or adherence to policies, laws, rules, regulations and/or clinical guidelines.
18. Assessing and advising management on the potential positive and/or negative impacts of programmatic decisions.
19. Providing clear, concise information and direction to staff regarding health-related program activities and assignments.
20. Leading the development, coordination and/or implementation of policies and procedures for health-related programs.
21. Leading inter-disciplinary task forces and/or quality management committees to address health-related program concerns and/or corrective action plans.

Section 2: Tasks

Instructions:

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, and/or your EDUCATION.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

22. Notifying management about health-related project and/or program status and/or potential issues in operations.